

ALASKA CHILD SUPPORT SERVICES DIVISION

External User ~ Confidentiality Acknowledgment Client Information and Limitations of Access to CSSD's NSTAR System

Access to the Child Support Services Division (CSSD) NSTAR computer system has been requested for your position. By providing access to you, you will have access to client information contained in CSED's NSTAR computer system and case files.

All client information contained on NSTAR and in case files is confidential. As a condition of employment, you agree not to access NSTAR and case files for your personal interest or use. In addition, you agree not to disclose any client information for any purpose other than in the performance of your job duties. You must also agree to protect access to the NSTAR system and assure that unauthorized individuals do not obtain access to the system through your actions.

You must protect client information received from other government agencies, whether the information is on NSTAR, via direct computer access, from hard copy documents, or other means of communication. This includes but is not limited to information from the Internal Revenue Service, the Social Security Administration, and the State departments of Health and Social Services, Labor, Revenue, Public Safety and Administration.

The passwords you have been given to access the LAN, mainframe, NSTAR and other agencies' computer systems are confidential and may not be written down or used by other people. If you suspect anyone else is using any of your passwords report it immediately to your supervisor and change your passwords at that time.

Further, you must not access or release any client information when it is:

- Not part of your caseload assignment;
- Not related to your duties as a customer service representative;
- A case in which you are a personal acquaintance to one of the parties; or
- A case in which you are a party.

Employees must advise their immediate supervisors of any case in their caseload assignment when they are a party to a child support case that is receiving child support enforcement services or are personal acquaintances with a case party.

By reading and signing this entire Acknowledgment, you agree to abide by it. Any violation of this acknowledgment or this division's policies regarding confidentiality and disclosure of information or computer access may result in disciplinary action, which may include immediate dismissal from employment. Civil penalties and/or criminal charges may be also brought against you.

Employee Printed Name and Job Title	Employee Signature	Date
SOA Mainframe Log-on ID	Company Name	Employee Phone Number
Supervisor Printed Name and Job Title	Supervisor Signature	Supervisor Phone Number

Send the completed and signed document to the CSSD at:

(PH: 907.269.6800, FAX: 787-3399, Email: dor.cssd.directors.office@alaska.gov)

Provide a copy to the employee.

Maintain a copy in Department or Division files as required by Department or Division policy.